

# Kaua`i WIB report to the WDC

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Island:	Kaua`i County
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## 1) SUMMARY

### CURRENT STATE OF KAUA`I'S WORKFORCE

The County of Kaua`i has been significantly impacted by the reduction in WIA funding, the State Legislature's restriction of TANF expenditures and its limiting of ETF allocations, and the Rural Development Project's re-emphasis on primarily funding demonstration projects. The net result of all of these actions is that there is very limited training money available to serve our community. At this time, our training fund sources are NEG and the UH System's rapid response funds for displaced Aloha Airlines employees. So KWIB has stepped up its efforts to more actively pursue other funding sources including the establishment of a non-profit entity and a fee-for-service program. Carolyn Hildebrand of WDC provided a brief overview in June.

While Kaua`i has had the lowest unemployment rate in the State for most of PY 07, it suddenly jumped to 3.3% in May and then to 4.4% in June. Apparently, this dramatic 1.1% rate increase in June can be partially attributed to a reported 550 new entrants into our labor force that offset 250 new jobs. The source of this labor force expansion is unclear since the island has never before experienced an increase of this magnitude in a single month. UI claimants included seasonal school-related personnel, field workers due to wet-weather, and construction workers despite the booming industry due to slowing high-end sales.

The departure of the two NCL cruise ships earlier this year has had dramatic impact on businesses that are within walking distance of the harbor. A nearby building that was converted to a "bazaar" where many small vendors thrived is now closed. A shopping complex owner is trying to add a bar to attract more local traffic to his facility and a hotel recently eliminated one meal from its restaurant schedule. A "luau hale" built to accommodate up to 900 NCL guests three-nights-per-week must now market itself to fill the two empty week nights. As workers have been laid off or their work hours reduced, the trickle-down effect is becoming more visible throughout the community.

On September 20, 320 Princeville Hotel workers will be temporarily laid off during the hotel's 7-month renovation project. [About 35 employees moved to the Westin Princeville Ocean Resort when it had its soft opening in April]. In addition, Hanalei Bay Resort recently laid-off 59 food and beverage workers when it sold its Bali Hai Restaurant. Therefore, \*WorkWise! and KWIB will hold a special job fair on September 15 at the Hotel for these displaced workers, as well as for the public.

Economists recently projected modest growth for Kaua`i in construction and healthcare/social assistance. However due to the pulling back on several large construction projects, the poor financial state of HHSC that resulted in a hiring freeze at the State's two Kaua`i facilities, Wilcox Hospital's staffing needs limited to Ultrasound and Physical Therapy, and lack of DHS funds for more social programs, it is unlikely that we will see growth in the immediate future.

## SUCCESSFUL EVENTS

Five weeks after our successful April 4 “first in the State” special job fair on behalf of the former workers of Aloha Airlines with forty-seven employers participating, KWIB sponsored Kaua‘i’s 8<sup>th</sup> Annual Job Fair with 63 employers. Despite employers for the first time incurring a \$25 registration fee to help defray costs, we had only one less employer than last year.

A significant 89% of employers completed our evaluation form which provided KWIB with a lot of valuable data, including lists of interested participants for our Reed-funded regional job fairs and determination that 38% of responding employers need to be educated on HireNet Hawai‘i. Our six industry clusters were represented, as well as all sizes of businesses (9% with less than 10 employees), entry-level to professional and managerial positions, and all levels of educational requirements. On average, employers considered 1 in 4 contacts to be viable candidates for available positions. Satisfaction was high with 83% of employers indicating they will definitely participate next year.

The event was well-attended by many serious job seekers. Minors, and those seeking part-time or flexible schedules were provided lists of employers offering these types of special scheduling, enabling them to quickly hone in on the businesses who could meet their needs. Based on feedback, we will identify employers seeking candidates for professional and technical positions next year. At our computer resource center, many job seekers completed on-line applications while others prepared their resumes with \*WorkWise! staff and SHRM volunteers’ assistance.

Six industry forums conducted in early August generated valuable information that will be integrated into KWIB’s Strategic Plan update. MGT America presented “Profile of The Kaua‘i Workforce” based on an extensive survey of employers, employees and students and then their timeline for completing the project to the Board at its August 12 meeting.

Under capacity building, the \*WorkWise! staff, WIA staff and Board members who participate in labor-exchange activities recently benefitted from excellent learning opportunities:

- Ray Ohta - Making Good Teams Better
- Beth Terry – Managing Change and Stress, Creating Success Through Balance

\*WorkWise! staff have also benefitted from:

- Dennis Higashiguchi – How to Build & Maintain Customer Relationships
- Mary Ann Lawrence – Workforce System Capacity Building - Case Management and Managing Change

In September, Greg Newton will spend two-days with board members to discuss possible Board responses to the changing economic landscape, how to create and implement a new workforce system vision, and how to align for action and achievement.

New computer equipment will be installed soon in the One-Stop’s resource center. And the long-awaited WorkWise! office relocation to the County’s Līhu‘e Civic Center is finally within sight. Proposals were received in July and the contract for the renovation work will be issued shortly. So the actual office move should occur prior to the end of the current program year.

In conjunction with this move, the marketing plan to re-educate employers and the public about the vital services available at the One Stop is being finalized. Staff will receive training on how to market the one-stop services to employers and collateral material will be produced.

A “Hiring the Disabled” workshop for employers is being planned in partnership with SHRM.

## **2) INDIVIDUAL PROGRAMS**

### **\*WorkWise! – ADULT AND DISLOCATED WORKER PROGRAMS**

**Job seeker walk-ins:** April = 527, May = 453, June= 585, July= 474

- Gave tours of One-Stop to WorkWise partner, Kauai Community School for Adults Competency Based High School Diploma Program class, as well as Hoomana Program class and assisted program participants to register for work on HireNet Hawaii.
- Conducted mock interviews for Kauai High School Project and for DHS FTW Program.
- Assisted 63 employers and agencies and an estimated 300-400 job seekers, as needed, at the Kauai Job Fair 2008 at Kukui Grove.
- Successfully processed one H2B application; in final stages of approval for an H2a
- Provided Rapid Response services to 59 claimants at Hanalei Bay Resort Bali Hai Restaurant
- Participated in video-conference for NEG participants

### **WIA Training Programs/Special Projects/Programs**

Certified Nurse Aide (CNA) Training Program (DOH Grant-funded): The fourth CNA class was completed on June 28, 2008 with 3 of the 12 participants partially funded by the WIA programs. One additional class for 10-12 participants is tentatively scheduled prior to grant funding expiration 10/31/2008.

SCUBA Diving Instructor Training: The intensive 10-12 month classroom and internship training course will finish in September. KRDP funded tuition for 12 participants and WIA Adult Program assisted with WIA support services.

Senior Community Service Employment Program (SCSEP): Continues to provide interim services to over- 55 low income participants. Current contract has been extended indefinitely. There are currently three (3) active participants and two (2) undergoing eligibility review.

CDL “A”: Five of seven June program graduates from this specially scheduled class were former Aloha Airlines workers upgrading their CDL Type B licenses to the unrestricted Type A. Two students were offered and accepted positions while still in the class, one with Aloha Cargo and the other with Hawaiian Air. Four enrolled in the DW program for support services.

### **Employer Services**

- Developed the GI Collision Auto Body Repairer apprenticeship proposal, first in the state to be developed by a One-Stop Center. Hawaii State Apprenticeship Council tentatively approved.
- Received a local farm labor contractor’s application seeking approval of a second consecutive year importing alien farm workers to work on west Kauai seed farms.
- Met with Reed Act Staff to plan upcoming Industry Forums
- KABM and JSEC President met to discuss re-design of Kauai JSEC

### **Staff Training**

- Two staff attended the National Association of Workforce Development Professionals Conference in Virginia. This is one of the capacity-building activities provided by the Reed Act.
- Job Club training and Case Management Training with MaryAnn Lawrence

- Pre-Workshop for Business Leadership Training
- Hyatt Employment Workshop
- Video-conference for NEG participants
- IT Acceptable Usage tele-conference

## **ABOUT FACE! - WIA YOUTH PROGRAM**

As requested by The Hawaii National Guard, 95% of its PY 08 WIA funds have been allocated for their out-of-school program, with in-school funds reduced to 5% for follow up activities only. Unfortunately, the Department of Defense was relying on leveraging TANF and miscellaneous funds to cover their in-school program. But due to the State Legislature's subsequent restriction of TANF expenditures, DOD had to scale back the in-school program which resulted in the layoff of Paxen's very capable Job Developer.

Paxen's decision to get Kaua'i staff certified to administer the CASAS placement test to extend their ability to serve their participants AND keep pre/post literacy and numeracy gains of record has benefitted the Youth Program. Program participants are more receptive to testing and do so with less anxiety due to their established positive relationship with staff.

The program currently has fifty-two participants who are in active case management and twenty-two participants who are in the one year monthly follow up services.

### Post-Secondary Education

- Two students are continuing their education, one at Kaua'i Community College and one at Kapiolani Community College.
- Two out-of-school program graduates have exited from the WIA program, and are still attending college.
- Two in-school participants who have graduated are planning to attend college.

### Out-of-School Youth

- Twenty participants received their high school diplomas
- Five participants are preparing for the fall GED exam.

### In-School Youth

- 19 In-School participants are doing well in regular high school; 2 public, 1 private

### Teen Parents (10)

- Two fathers, both employed and one in CB classes and one studying for GED
- Eight mothers – 3 in CB classes, 2 studying for GED, 2 graduated High School, 1 enrolled at KCC
- Nine of these parents are working, going to school, or both.
- The tenth is actively job searching and is working to resolve child care issues.
- One recent graduate and one applicant will soon be fathers. An additional applicant stated she is pregnant.

### Unsubsidized Employment

- Thirty-two participants

### Planned Activities for the New Fiscal Year

- Community Service:
  - projects to support and encourage our local troops, who will be deploying to Kuwait in August.
  - Cleanup and improvement projects for Nana's House, Waimea Boys and Girls Club, and Kapa'a Neighborhood Center.
- Exploring Careers:
  - HR professionals will provide on-site tours (after mock interviews) of different departments of Princeville at Hanalei to show participants real life work situations to help them make well informed career decisions.
  - Continue seeking support from KWIB members to conduct mock interviews and provide mentoring assistance for participants.
- Healthy Lifestyles:
  - Educational seminars in the areas of Alcohol and Substance Abuse, Tobacco Cessation, Family Planning and STD Prevention, and Basic First Aid conducted by Ho'ola Lahui Hawaii, Child and Family Service, and Kauai Fire Department.
- Group Support for In-School students:
  - Will offer after school group meetings at Waimea and Kauai High Schools
  - Hands-on activities for additional training and case management.
  - One-on-one support will continue to be offered as needed.

Paxen Group, Inc. continues to partner with different departments & agencies including WorkWise, Kaua'i Community School for Adults, Kauai Community College, Child Welfare Services, Ke Ala Hoku, K.E.O., Alu Like, Baby SAFE, Hale `Opio, Hale Ho'omalua, Nana's House, Child & Family Service, Ho'ola Lahui Hawaii, Kamehameha Schools, D.O.E., Probation Office & Hawaii Youth Advocates to assist in addressing the needs of the participants. This has made it easier for Paxen to help the participants get into unsubsidized employment and continue with their education. These partnerships have been invaluable to the program.

### **3) OTHER ITEMS**

PY 08 Short and Long-Term Training Matrices of our sole training provider, Kaua'i Community College, were revised to substantially expand training options in anticipation of the potential demand from displaced Aloha Airlines workers who are eligible for the UH System's rapid response fund and NEG funds. Thus far, interest has been minimal although it may rise for the Spring Semester when UI benefits end.

**4) KAUAI COUNTY ACTUAL VS. GOALS FOR 4TH QTR PY 07**  
WIA Quarterly Report (ETA Form 9090)

CATEGORY	MEASURES	CURRENT QUARTER	CUMULATIVE 4-QUARTER	GOALS
ADULT	Entered Employment Rate	100.0	76.9%	78%
	Employment Retention Rate	100.0	<b>100.0%</b>	84%
	Average Earnings	\$17,125.800	<b>\$16,639.30</b>	\$10,500
	Employment and Credential Rate	100.0	<b>78.9%</b>	61%
DISLOCATED WORKER	Entered Employment Rate	50.0	<b>83.3%</b>	78%
	Employment Retention Rate	83.3	83.3%	85%
	Average Earnings	\$11,330.20	\$11,330.20	\$13,500
	Employment and Credential Rate	50.0	62.5%	65.5%
OLDER YOUTH	Entered Employment Rate	0	0%	72%
	Employment Retention Rate	0	<b>100.0%</b>	80%
	Average Earnings	\$3,200.00	<b>\$6,023.4</b>	\$3,200
	Credential Rate	0	0	68%
YOUNGER YOUTH	Skill Attainment Rate	100.0	<b>94.9%</b>	70%
	Diploma Attainment Rate	0.0	36.4%	42%
	Retention Rate	100.0	<b>50.0%</b>	50%
CUSTOMER SATISFACTION	Employer		State to provide at a later date	82%
	Customer		State to provide at a later date.	72%

8 measures **met or exceeded goal**  
5 measures > 84% of goal  
2 measures N/A (no exiters)

**5) OTHER - NONE**

## **Kaua'i Workforce Investment Board (KWIB)**

### **Reed Act Program Accomplishments Period Ending 06/30/08**

#### **Resource and Program Information:**

Source:	Reed Act Funds (Unemployment Insurance Trust Fund) distributed by Act 190/Act 123
Total State Allocation:	\$10,000,000.00
Amt allocated to KWIB:	<b>\$1,258,994.00</b>
Amt expended as of 6/30/08:	<b>\$845,562.26</b>
Program start date:	April 5, 2007
Completion date:	March 31, 2009

#### **Accomplishments by category:**

##### **Employer Outreach and Services**

**KWIB-1 Industry Forums** – Working with MGT of America to coordinate for July

##### **KWIB-2 PR & Marketing One Stop Job Center**

- Development of a PR & Marketing Plan to re-brand \*workwise! image
- Development of key messages and marketing tools to be used as mechanisms for community outreach
- Coordinating industry studies to assess and prioritize business needs
- Development of Business Leadership skills for \*workwise! Staff as they continue to serve as liaisons for workforce and industries
- Facilitate/Conduct a **workshop for employers** providing information re: services for persons with disabilities and other program services available through the One-Stop
- Re-designing \*workwise! website

##### **Labor Force Pool Expansion**

##### **KWIB-3 Community Labor Exchange Events**

- Held **annual job fair serving over 350 job seekers and 63 employers**
- Smaller, regional job fairs planned for East, South, West sides of the island.
- Contracted with Kama'āina Careers to implement Offshore Labor Exchange Events
- Developing Industry Cluster Brochure for use at offshore labor exchange events

##### **KWIB-4 Community Outreach to Underrepresented Populations**

- MOU drafted for use to establish partnerships with non-\*workwise! agencies
- Targeting retirees, youth and disabled populations

#### KWIB-5 Leisure & Hospitality Career Exploration

- Initial meeting held to discuss project in March. Project to have a one day orientation conference introducing public, etc to South Shore, and Employers, then establish job clubs, followed by a job fair.

#### KWIB-6 Project Job Preparation & Career Exploration for At-Risk High School Age Youth

- Currently have 40 referrals, 5 enrolled.
- Considering Subcontracting/partnering with Paxen to assist with case management, outreach to schools.

#### KWIB-7 Youth Outreach

- Development of Leadership Academy – Program begins June 18, 2008 – To date there are 13 HS students enrolled.

#### KWIB-8 Develop Youth Career Awareness of Skills & Jobs in Demand

- Contract awarded to Leadership Kaua'i. DOE will partner with Leadership Kauai to implement at the middle and high schools. Intent is to foster long lasting and sustainable in school programs partnered with Kaua'i's private businesses. Program to begin in August.(New School Year)

### **Capacity Building**

#### KWIB-9 Strategic Plan Update

- Phase I – Initiate project, data assessment and development of jobseeker and employer profiles. Developed On line Employer, Job Seeker, Student Surveys –Posted to the internet on May 14 and available for completion through June 13. Begin review and analysis of survey results and prepare summary of findings by mid July.
- Phase II Contract executed. – Begin in July, to conduct Industry Forums.

#### KWIB-10 One Stop Job Center Staff and KWIB Member Training

- Provide intensive training for Board members and One-Stop staff
  - ✓ (5) Five Workshops held March –June 2008
  - ✓ (3) Three Workshops to be held July – September 2008
- Collaborating with Hawaii County to co-sponsor a national speaker/trainer to address methods to strengthen the workforce system and to improve service delivery for all programs. Workshop to be held on Kaua'i September 16-19, and on Hawai'i September 22-24, 2008.
- Enabled Board members and One-Stop staff to attend **3 national conferences**
  - ✓ National Assn Workforce Boards, Feb 2008 – Washington DC
  - ✓ National Assn Workforce Development Professionals, May 2008 – Virginia Beach, VA
  - ✓ Workforce Innovations, July 2008 – New Orleans, LA



## **Technology and Equipment**

### **KWIB-11 One Stop & Remote Center Technology**

- Upgraded (9) workstations and network server for \*workwise! Kaua'i resource stations
- Provided Mobile computer lab ( 16 wireless laptops) to enhance service delivery in rural/remote areas. Contract processed, and awaiting full execution.

## **Administration**

### **KWIB-12 Staff to Implement Reed Act Initiatives**

- All Procurement and Contracting activities have been processed and funds encumbered.
- Planned programs are in process. Oversee implementation and monitoring.
- HireNet Hawai'i Contract executed but no funds expended. (DLIR)
- State Level Reed Act Administration Contract executed but no funds expended. (DLIR)

## **Sustainability**

- Coordinate meetings to bridge partnering among workforce development, economic development and educational entities. Encourage private –public partnerships.